

Pilot Project for Improving Document Delivery Services
Between Japan and the United States:
Bi-national Evaluation and Recommendations

February 1, 2001

The Conference on Improvement of Academic Information Access between the US and Japan was held in Tokyo on January 31 and February 1, 2001. The conference participants take great pleasure in presenting the report to CULCON on the successful completion of the Pilot Project for Improving Document Delivery Services between Japan and the United States. This project has been undertaken jointly by the Association of National University Libraries of Japan (ANUL) and the AAU/ARL/NCC Japan Journal Access Project in North America.

The project's bi-national evaluation determined that the project was highly successful and recommends that all efforts be made to move forward to full implementation of global interlibrary loan (ILL) and document delivery (DD) services.

The pilot project provided valuable experience for all participants. Specifically this included confirming the strength and breadth of demand in many fields throughout the humanities, social sciences, natural sciences, and technology in both countries. The project also clearly demonstrated the operational feasibility of electronic document delivery technologies. Additionally, the project forged strong working relationships among ILL professionals and project organizers in both countries upon which future collaborations can be built.

Before global ILL/DD services can be fully realized, the following issues must be addressed:

- Catalog-related issues
 - Create linkages between NACSIS-CAT and OCLC, RLIN and others
 - Promote the completion of retrospective conversion of Japan's catalog records
 - Resolve issues of romanization in Japan's catalog records
- Methods of sending ILL requests to lending libraries
- Payment methods
- Issues of copyright

- Issues of publicity, education, and communication
 - Providing instruction on proper use of Ariel copy modes (to ensure copy quality)
 - Raising awareness of the service among both users and ILL staff

With the successful completion of the pilot, we are now making the transition to full global ILL/DD services. During the transitional period we will prepare for the full implementation of these services, while using the regular ILL/DD procedures of participating institutions so as not to interrupt services now being provided to users.

The National Institute of Informatics (NII) is developing linkages with OCLC, RLIN, and other systems employing the ISO ILL Protocol and specifying a timetable for implementation. As a result the realization of global ILL/DD services is in the foreseeable future. In order to facilitate the smooth implementation of this linkage it is vital for interested parties to work closely with NII in Japan and OCLC, RLG, and others in the US. It is especially important for groups in the US to provide assistance to NII in their efforts to realize this linkage with OCLC, which will be operational no later than October 2001.

To assist these efforts further, it is essential to continue to provide publicity, education, and communication of this project to scholars, library staff, and other interested parties in both countries, and to make every effort to expand the number of participating institutions in these efforts.

To facilitate these efforts we have identified a group of individuals in both countries committed to the full realization of the goal of global ILL/DD. These individuals will continue to work together.